



**ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS**

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**Solicitation: RFP 5800 BCR3023**

**Addendum No: 2**

**Date of Addendum: 6/18/2020**

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This addendum is to incorporate the following changes to the above referenced solicitation:

**I. Clarification:**

**C1.** Delete Attachment 3-Extended Services and replace with Attachment 3-Extended Services Revised v2.

**II. Questions:**

**Q1.** Is this a new requirement, or is there a vendor currently providing these services? If so, may I have the vendor name, contract term, and contract amount?

**A1.** No, this is not a new requirement. The City has an existing contract providing these services. The existing contract is 2/28/2016 through 2/28/2021, in the amount of \$10,107,454.00. Refer to the solicitation Section II, Background for any other additional background information.

**Q2.** Are the services described in this RFP continually needed, even beyond the term of the contract, and therefore may be bid out once again?

**A2.** Yes, the services for this RFP are ongoing. The City anticipates continually contracting these services in the future.

**Q3.** We would like to request the City's current open claim count broken out by loss time and med only.

**A3.** The City's current open claims as of 5/31/2020 are Lost Time at 366 and Medical Only at 462. These numbers are going to change daily, this is a snapshot as of 5/31/2020.

**Q4.** Regarding Exhibit 1-7. What are the estimated open takeover claims? Is it 499 open Medical Only and 389 Indemnity? If so, how many would you classify as Catastrophic claims?

**A4.** The City's current open claims as of 5/31/2020 are Lost Time (indemnity) at 366 and Medical Only at 462. The Lost Time (Indemnity) claims include approximately 40 Catastrophic Claims as defined within the scope of work as of 6/15/2020.

**Q5.** Regarding Exhibit 1-7. Does the City have specific criteria for Cat adjuster assignments?

**A5.** Yes, the City will have specific criteria for Cat adjuster assignments. The assignments will be based on claims that are defined as Catastrophic, along with other claims that have complex issues that require extensive investigation and/or monitoring.

**Q6.** Regarding Exhibit 1-7. Please provide the number of cancer claims and hearing aid claims that are open by Indemnity and MO?

**A6.** As of June 15, 2020, there is 1 (one) open cancer Indemnity claim and 291 Hearing Loss medical only claims.

**Q7.** Does the City anticipate extending the solicitation?

**A7.** The City does not anticipate extending the solicitation at this time.

**Q8.** What is the current structure of the City TPA team?

**A8.** Currently the third party administrator (TPA) team has one Claims Manager or Supervisor, two Lost Time (Indemnity) Adjusters, two Medical Only Adjusters, a Claims Associate and a Dedicated Case Manager.

**Q9.** Is the TPA team located in Austin?

**A9.** Yes, the current third party administrator (TPA) team is located in Austin.

**Q10.** A Catastrophic Adjuster is listed in the RFP, is that presently a position or something new the City is looking for?

**A10.** A Catastrophic Adjuster is not presently a delineated position. It is a newly defined position that is based upon specific expertise handling catastrophic injuries as defined within the Scope of Work.

**Q11.** Legal services requirement, "Q1. Contractor shall include legal services that meet the minimum requirements of this scope of work." Are you referring to an existing law firm in Austin charged to the file like an attorney not an employee of the Contractor?

**A11.** Yes, this applies to legal services performed by a law firm and not an employee of the contractor.

**Q12.** How do you envision evaluating the law firm that would be identified in the response?

**A12.** Attachment 3. Section E, Legal Services in the Solicitation Instructions, has questions about the legal services. The RFP Evaluation factors includes the evaluation of Attachment 3 under the Program Technical Plan.

**Q13.** Will the claim counts be reviewed in the reports (Exhibits 1-7)? Because when you look at the frequency of claim info. presented on exhibit 1 in relationship to caseload requirements that falls into the number of adjusters they appear to be off. For instance, requiring 200 for medical only but 1600 medical only claims listed in Exhibit 1.

**A13.** These numbers can fluctuate for medical only claims, however the claim count for a Medical Only Adjuster will not exceed 200 open claims. The 1600 Medical Only claims include exposure claims that require baseline testing in many instances and are reported to the TPA but are closed by the 14<sup>th</sup> day as a denial.

**Q14.** Is the City considering accepting unbundled services?

**A14.** No, the City is not considering unbundled services. This RFP requires a bundled approach.

**Q15.** Do you have to have Texas public entity business to submit to this solicitation because in Attachment 1, it specifically talks about public entities.?

**A15.** No, it is not a requirement to have business with a Texas public entity, however preference may be given to client public entity firms.

**III. Additional Information:**

The Pre-offer meeting sign-in sheet is included with this Addendum.

**IV. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

## PURCHASING OFFICE MEETING – CONFERENCE CALL IN PARTICIPANTS

**Solicitation Description: RFP 5800 BCR3023**

**Meeting Date: June 12, 2020**

**Workers' Compensation Third Party Claims Administration Services**

**Purchasing Office Point of Contact: Bernie Rodriguez, 512-974-9382**

	Name	Company/Agency/Dept.	Phone	Email	Have you or do you expect to receive compensation for this meeting from your organization?
1	Bernie Rodriguez	City of Austin/Purchasing	512-974-9382	<a href="mailto:Bernie.Rodriguez@austintexas.gov">Bernie.Rodriguez@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Lynnette Hicks	City of Austin/Human Resource Dept.		<a href="mailto:Lynnette.Hicks@austintexas.gov">Lynnette.Hicks@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Leslie Milvo	City of Austin/Human Resource Dept.		<a href="mailto:Leslie.Milvo@austintexas.gov">Leslie.Milvo@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Kayla Wilson	City of Austin/Human Resource Dept.		<a href="mailto:Kayla.Wilson@austintexas.gov">Kayla.Wilson@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	Delia Hernandez	City of Austin/Human Resource Dept.		<a href="mailto:Delia.Hernandez@austintexas.gov">Delia.Hernandez@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Brenita Wilkison	City of Austin/Purchasing		<a href="mailto:Brenita.Wilkison@austintexas.gov">Brenita.Wilkison@austintexas.gov</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Dan Campbell	Claims Administrative Services			<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Doug Metz	AS&G Claims Administration, Inc.		<a href="mailto:dmetz@asgclaims.com">dmetz@asgclaims.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Lucy Dominguez	IMO Injury Management Organization		<a href="mailto:ldominguez@injurymanagement.com">ldominguez@injurymanagement.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Rick Fisher	Claims Administrative Services			<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Rob Fields	Athens Administrators		<a href="mailto:rfields@athensadmin.com">rfields@athensadmin.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No

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	Name	Company/Agency/Dept.	Phone	Email	Have you or do you expect to receive compensation for this meeting from your organization?
12	Marcia Payne	MyMatrixx		<a href="mailto:mpayne@mymatrixx.com">mpayne@mymatrixx.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Wes Jordan	EMA Management Corp.			<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Joyce Lumpkin	Corvel Corp.			<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Diana Johnson	Gallagher Bassett			<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Cody Marks	Corvel			<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Kevin Marks	Corvel			<input type="checkbox"/> Yes <input type="checkbox"/> No
18	Lynn Polk	Corvel			<input type="checkbox"/> Yes <input type="checkbox"/> No
19	Jim Dyer	Tristar Risk Management		<a href="mailto:Jimmy.Dyer@tristargroup.net">Jimmy.Dyer@tristargroup.net</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
20	Greg McKenna	Gallagher Bassett		<a href="mailto:gregory_mckenna@gbtpa.com">gregory_mckenna@gbtpa.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	Catherine Benavidez	Injury Management Organization, Inc.			<input type="checkbox"/> Yes <input type="checkbox"/> No
22	Kathy Butt	Injury Management Organization, Inc.			<input type="checkbox"/> Yes <input type="checkbox"/> No

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	Name	Company/Agency/Dept.	Phone	Email	Have you or do you expect to receive compensation for this meeting from your organization?
23	M. Jones				<input type="checkbox"/> Yes <input type="checkbox"/> No
24	Casey Cook	Claims Administrative Services, Inc.		<a href="mailto:Casey.cook@cas-services.com">Casey.cook@cas-services.com</a>	<input type="checkbox"/> Yes <input type="checkbox"/> No
25	Traci Johnson	Reconcile Care Management Services			<input type="checkbox"/> Yes <input type="checkbox"/> No
26	Shelly Bordonaro	Review Med			<input type="checkbox"/> Yes <input type="checkbox"/> No
27	Laquita Westbrook	MyMatrixx			<input type="checkbox"/> Yes <input type="checkbox"/> No
28	Christine Dextraze	Tristar Risk Management			<input type="checkbox"/> Yes <input type="checkbox"/> No
29					<input type="checkbox"/> Yes <input type="checkbox"/> No
30					<input type="checkbox"/> Yes <input type="checkbox"/> No
31					<input type="checkbox"/> Yes <input type="checkbox"/> No
32					<input type="checkbox"/> Yes <input type="checkbox"/> No
33					<input type="checkbox"/> Yes <input type="checkbox"/> No